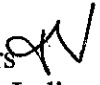




INDIANA
WORKFORCE
DEVELOPMENT
AND ITS **WorkOne** CENTERS

TO: Indiana's Workforce Investment System

FROM: Teresa L. Voors 
Commissioner, Indiana Department of Workforce Development

DATE: December 30, 2008

SUBJECT: DWD Policy 2008-15
Required Roles and Responsibilities of Disabled Veterans' Outreach Program (DVOP) Specialists and Local Veterans' Employment Representatives (LVER) in Indiana Department of Workforce Development's Integrated WorkOne Offices

Purpose

To explain the required roles and to provide examples of appropriate responsibilities for Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff in Indiana Department of Workforce Development's (DWD) integrated WorkOne offices, and to publish the negotiated Jobs for Veterans' Common Measures Performance Goals for Federal Fiscal Year 2009

Rescission

None

Background

The Veterans' programs at the Indiana Department of Workforce Development (DWD) are funded by the United States Department of Labor's Veterans' Employment and Training Services (VETS). DWD is required to stay within the parameters of Title 38, United States Code, regarding the utilization of Disabled Veterans' Outreach Program (DVOP) specialists and Local Veterans' Employment Representatives (LVER) staff in an integrated WorkOne environment.

Content

Title 38, Chapters 31, 41, and 42, and Public Law 107-288 are clear that veterans' staff must be used to support veterans. U. S. Department of Labor Veterans' Program Letter 07-05, dated July 27, 2005, makes clear that veterans' staff must be used to support veterans and that funding for the DVOP/LVER program may not be used for any other purpose. Under no circumstances is it permissible for veterans' staff to enter any service under any funding stream other than the veterans' funding streams provided in TrackOne and Indiana Career Connect.

Under normal operating circumstances, all WorkOne customers are greeted by the welcome team and moved on to the appropriate staff for processing. The majority of veterans should be seen and serviced by Wagner-Peyser staff rather than the Veterans' staff so that Veterans' staff efforts are concentrated in those areas required by regulation for DVOP specialists and LVER staff. Welcome team staff should identify those veterans with barriers to employment and pass those veterans to the Disabled Veterans' Outreach Program specialist for processing and case tracking. The individual veteran should always have the option to make an appointment to see a Veterans' staff person if that is his/her choice. Veterans' staff will make themselves available on those days when the volume of traffic in a WorkOne office is high and staff may be experiencing delays.

Federal regulations require that all individuals who are veterans be identified as veterans in the Wagner-Peyser labor exchange system. The veteran does not need to present his/her DD-214 to be entered into TrackOne or Indiana Career Connect as a veteran until the provision of the first intensive service. A best practice is to obtain and file a copy of the proper documentation as soon as practical, but a DD-214 may not always be available. In those cases, a "statement of service" from the National Military Personnel Records Center, a letter from the Veterans' Administration, or any document identifying the individual as a service-connected disabled veteran will be acceptable as proof of veterans' status. Veterans' staff will be able to identify those other individuals who meet the requirements for veterans' status and which documents are acceptable. In addition, veterans' staff will be able to identify those who are "transitioning service members" eligible for veterans' status.

Priority of Service

WorkOne offices are to ensure that Priority of Service is observed. In 38 USC Section 4215, Priority of service for veterans in Department of Labor job training programs

(a) Definitions. In this section:

(1) The term "covered person" means any of the following individuals:

(A) A veteran.

(B) The spouse of any of the following individuals:

(i) Any veteran who died of a service-connected disability.

(ii) Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to section 556 of title 37 and regulations issued thereunder, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than 90 days: (I) missing in action, (II) captured in line of duty by a hostile force, or (III) forcibly detained or interned in line of duty by a foreign government or power.

(iii) Any veteran who has a total disability resulting from a service-connected disability.

(iv) Any veteran who died while a disability so evaluated was in existence.

In the August 15, 2008 Federal Register notice (Vol.73, No. 159, page 48086) issued by the Veterans' Employment and Training Service, Department of Labor, regarding Priority of Service for Covered Persons, it says in part:

The Jobs for Veterans Act (JAV), and the priority of service it requires, is an important acknowledgment of the sacrifices of the men and women who have served in the U. S. armed forces. The Department's strategic vision for priority of service to covered persons honors veterans and eligible spouses of veterans as our "heroes at home" and envisions that DOL-funded employment and training programs, including the publicly-funded workforce investment system, will identify, inform and deliver comprehensive services to covered persons as part of strategic workforce development activities across the country.

Disabled Veterans' Outreach Program Specialists (DVOP)

In Veterans' Program Letter 07-05, DVOP specialists facilitate intensive services to veterans with barriers to employment and/or special training needs which include:

1. Conducting an assessment (minimum requirement)
2. Developing a plan of action that is documented (minimum requirement)
3. Providing career guidance
4. Coordinating supportive services
5. Making job development contacts
6. Providing referrals to training
7. Making referrals to job openings

To meet these requirements, the DVOP specialist should be placed in the WorkOne office's Skills/Employment Function Team (or its equivalent).

The DVOP specialist is the DWD case tracker for veterans in the United States Department of Veterans Affairs Vocational Rehabilitation and Employment Program (Title 38, Code of Federal Regulations, Chapter 31). This program requires extensive follow-up and the DVOP specialist must be allowed sufficient time to do the paperwork necessary to meet the requirements. The DVOP specialist should work closely with the WorkOne Employer Services Function team to ensure that veterans in Chapter 31 programs who are "work ready" receive priority of service in their job search.

Case notes for veterans in the Chapter 31 program are confidential and need to be kept separate from other case management files. Specific veterans' disability data may not be entered into any computer system without a veteran's permission. The only data that can be entered without the veteran's permission is the percentage of disability rated by the U. S. Department of Veterans Affairs.

The DVOP specialist is required to do outreach projects that actually reach out to disabled veterans. While there may be many other outreach opportunities that are valid, at a minimum, in those areas supported by a Veterans' Administration Medical Center, a DVOP specialist should be encouraged to spend a day a week at the VA Center. The DVOP should be specifically working with veterans in the Wounded Warrior or Operations Iraqi Freedom and Enduring Freedom (OIF/OEF) programs with their job searches. For example, this assistance could take the form of resume writing workshops or finding training opportunities for the veterans.

The DVOP specialist is the resident expert on programs available to assist disabled veterans in improving their skills so they can take the next step up in their careers. That would include classes the DVOP may present and other classes at the WorkOne office, and the programs available through the Veterans' Administration such as Vocational Rehabilitation and Employment Program Services (VOC REHAB) and other programs that may be funded through Veterans Workforce Investment Programs (V-WIP) or other sources.

The DVOP specialist should also be encouraged to spend a half day or more a month at each of the county Veterans' service offices covered by the WorkOne in which they are assigned. The county Veterans' Service Officer should be given the DVOP specialist's schedule so the officer can set up appointments for the DVOP to speak to individuals or groups needing job-related assistance.

The DVOP specialist in an area with a Veterans' Administration contract for a Community Based Outpatient Clinic (CBOC) should be encouraged to devote at least half a day each week in that facility working with disabled veterans. In this instance, the DVOP specialist will need to coordinate with the staff of the CBOC to ensure productivity during the visit.

Local Veterans' Employment Representatives (LVER) Staff

In Veterans' Program Letter 07-05, the following are the mandated functions for the Local Veterans' Employment Representative staff:

1. As an integral part of the State's Labor Exchange System, LVER staff work with other service providers to promote veterans as job seekers who have highly marketable skills and experience.
2. LVER staff advocate for veterans for employment and training opportunities with business, industry and community-based organizations. To accomplish this, LVER staff participate in a variety of outreach activities including, but not limited to:
 - Planning and participation in job fairs
 - Coordinating with unions, apprenticeship programs, and business organizations to promote employment and training opportunities for veterans.
 - Promoting credentialing and training opportunities for veterans with training providers and licensing agencies.
3. LVER staff establish, facilitate and/or maintain regular contact with employers to include federal contractors. They should coordinate with employer relations representatives as part of the WorkOne system to include veterans in their marketing efforts.
4. LVER staff provide and facilitate a full range of employment, training and placement services to meet the needs of veterans with priority given to targeted categories identified and approved in the State Plan. These series may include, but are not limited to:
 - Conducting job search assistance workshops
 - Providing job development and referrals
 - Providing vocational guidance
 - Providing labor market information
 - Providing referrals to training and supportive services

The LVER should be placed in the WorkOne Employer Services Function Team. The difference between the LVER and any other member of the team is that the LVER advocates for veterans for employment and training opportunities with business, industry, unions, and community-based organizations. They would be asking employers specifically to seek veterans for positions in their companies. Best case would be if the employer would mark specific positions for veterans with certain skills (based on the veterans' military training/military occupational specialty).

The LVER must be comfortable speaking in public and able to instruct. LVER staff should be encouraged to attend meetings of the local Chamber of Commerce, area unions, and veterans' organizations to promote all the WorkOne services, both as a networking tool and for the opportunity to speak about veterans' programs. Many of these opportunities will occur outside normal work hours and the LVERs should be able to adjust their time during the pay period to compensate.

Outreach Accountability

In order to maintain accountability for time spent on outreach, each LVER and DVOP shall report the results of their outreach activities including travel logs in writing via e-mail to their WorkOne Formal State Manager monthly with a copy to the State Veterans' Coordinator. These reports will be used by the Coordinator and the LVER staff to produce the required quarterly reports to the U. S. Department of Labor Veterans' Employment and Training Services as required in Public Law 107-288. Outreach activities will be reviewed not less than quarterly and those that are determined by the management team to be unproductive may be discontinued.

Common Measures

Indiana veterans' programs use common measures for outcomes, and the Regional Operators and the Marion County Workforce Investment Board are charged with the responsibility of meeting VETS common measures. Indiana's veterans' common measures are negotiated separately with the U. S. Department of Labor. The performance goals for Federal Fiscal Year 2009 (October 1, 2008 – September 30, 2009) are attached to this policy.

Review Date

December 31, 2010

Ownership

State Veterans' Employment and Training Service (VETS) Coordinator
Field Operations
Indiana Department of Workforce Development
10 North Senate Avenue
Indianapolis, Indiana 46204

Effective Date

Immediately

Action

Regional Operators and the Workforce Investment Board of Marion County shall follow the guidance contained within this policy when managing and overseeing the required activities of Veterans' programs, and are instructed to distribute the information to appropriate staff.

Negotiated Common Measures Performance Goals for Jobs for Veterans-funded Staff Federal Fiscal Year 2009 (October 1, 2008 – September 30, 2009)	
Disabled Veterans' Outreach Program (DVOP) Specialists	
Disabled Veteran Entered Employment Rate	63%
Disabled Veteran Employment Retention Rate	82.5%
Disabled Veteran Average Earnings	\$12,135
Local Veterans' Employment Representatives (LVER) Staff	
Recently Separated Veteran Entered Employment Rate	63%
Recently Separated Veteran Employment Retention Rate	82.5%
Recently Separated Veteran Average Earnings	\$12,135
DVOP/LVER Combined	
Veteran Entered Employment Rate-Weighted	63%
Veteran Employment Retention Rate	82.5%
Veteran Average Earnings	\$12,135
Veteran Entered Employment Rate	63%
Veteran Employment Retention Rate	82.5%
Veteran Average Earnings	\$12,135
Disabled Veteran Entered Employment Rate	63%
Disabled Veteran Employment Retention Rate	82.5%
Disabled Veteran Average Earnings	\$12,135